

# THE IPN DISPATCH

IPN Monthly Dispatcher Update

NOVEMBER 2016

## Quit Clowning Around



There has been a nationwide trend of knuckleheads dressing up like clowns and doing weird stuff like walking around elementary schools. This is just weird but everyone needs a hobby. Hopefully the trend is ending now that Halloween has passed and these people will change in to their Santa Claus or Chanukah Harry outfits so folks will be less afraid.

Support has received inquiries about these clown sightings. Members wanted to know if they were OK to page. The answer is yes as long as law enforcement deems the event suspicious. A guy dressed up going to a kids birthday party shouldn't be sent to the system. A clown seen looking in a preschool window can be sent. Where they are paged depends on the circumstances. We suggest either Perp Search or Special. Listening to the local agencies to see how they are handling the incident will dictate how you handle it.

## IPN Dispatcher of the Month

We are pleased to announce that **WAS022** has been named DOTM!

A dispatcher since May 2015 and has a great track record so far. Keep up the good work.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

Kudos to ALL of our dispatch team.

## San Bernardino Fire



As of July 1st, The city of San Bernardino dissolved its 138 year old Fire Department. The city is now covered by the County Fire Department. The city stations will continue to be numbered 221-233. We are told this move was made because of financial problems within the city. The city of Twenty Nine Palms has also dissolved its department and signed on with the County Fire Department for service. Their stations will be 43 & 44 under the new agency.

SBCFD is not yet part of the PulsePoint system and we are not aware of any web based CADs for this growing agency. Given the tremendous PulsePoint following in the Golden State it probably will not be long before they sign on. This promises to be a very busy dispatch center. If anyone would like to do a follow up article explaining how their dispatch system works that would be awesome.

In addition, it would be great to have stronger coverage there if you want to put more on your plate. Let support know and we will set you up. There does appear to be some streaming audio via Broadcastify.

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# The Big One



Every dispatcher on the system is sitting in wait hoping to catch the big one. That's what we do. More often than not, however, we spend our day listening to the not so big ones. That is OK because we feel that those calls are just as important as the major incidents. We would actually love to see more of those calls being sent.

One common misconception is that the Traffic Advisory category is only for minor car accidents. That is simply not true. It can be used for a wide spectrum of incidents that block a road. For example, smaller brush fires where firefighters are in the roadway, sinkholes, car fires, transformer fires, power lines across a busy street, large vehicles broken down blocking a busy street. In a nutshell, any incident that is newsworthy, affects traffic and/or does not

meet the criteria for another group can go here. Just remember that we do not page planned events like funerals and construction projects (Even when they are creating a major issue).

If the less significant call does not create a traffic problem then maybe it belongs on the Special group. Examples of this would be a major water leak in a high rise or a hotel, A sinkhole eating a house or vehicle, phone or radio failure at a 911 center, a bear seen roaming in a city or residential area, pit bull attack that doesn't qualify for trauma alert, a large swarm of bees requiring intervention or anything else that you might see in a local newspaper.

Many of our dispatchers are reminded each month that they need to stay active. Often we hear back from people saying that there just isn't anything going on in their area. This may be true in some rural settings but in most cases what you are telling us is that nothing major happened. The preceding illustrates that it doesn't always need to be major. If you cannot find anything to page in your local area then there are feeds in your state that you can try. We also have the expansion groups for damage related incidents.

## PulsePoint Update!

What is better than an online CAD that you can use to confirm the address of an incident? Hundreds of Fire & EMS CADs at one URL! That's right. The folks at Pulsepoint have made our jobs a little easier by putting all of their agencies in one place. The URL for this desktop "App" is <http://webapp.pulsepoint.org/>

The administrative staff would like to stress that PulsePoint is far from perfect. It should never be used exclusively for confirmation of a call. Some problems we have noted with this include:

- Premature declaration of "Confirmed Working Fire" in the city of Las Vegas. They do this based on info received by call takers and its often a minor fire.
- Improper coding of calls. Fargo ND, for one, codes every fire alarm activation as a structure fire. Some SFO area agencies use Tech Rescue for accidents with possible entrapment.
- Some agencies have filters in place so certain calls don't post. Others only post CPR needed incidents.

As we have said over and over again, these resources are awesome tools, but they can never replace YOU. Our dispatchers are the key component here. If you listen and send accurate info based on what the IC has reported there will never be an issue.

## Detroit Fires

The city of Detroit is very busy and has a lot of fires. This results in a lot of people looking to help send pages out. This is great and we appreciate it but folks need to understand how this agency operates and send calls appropriately.



The department policy, as explained to us, dictates that fires involving garages and outbuildings are handled with one engine and one ladder. This is called a still alarm. It is not a first alarm. Unless units request an upgrade to a working fire with a full 1st alarm these fires should not be hitting the 1 Alarm Group. The same holds true for fires where a full alarm is sent and they hold a few companies for a minor fire. As everyone should know, small fires are never paged to 1 Alarm Fire.

You are welcome to page these smaller fires over the traffic advisory group. It is encouraged. The traffic page would be in addition to the page you normally send over the Smoke Damage group which, as we know, is used for small fires in a structure where a loss has occurred.

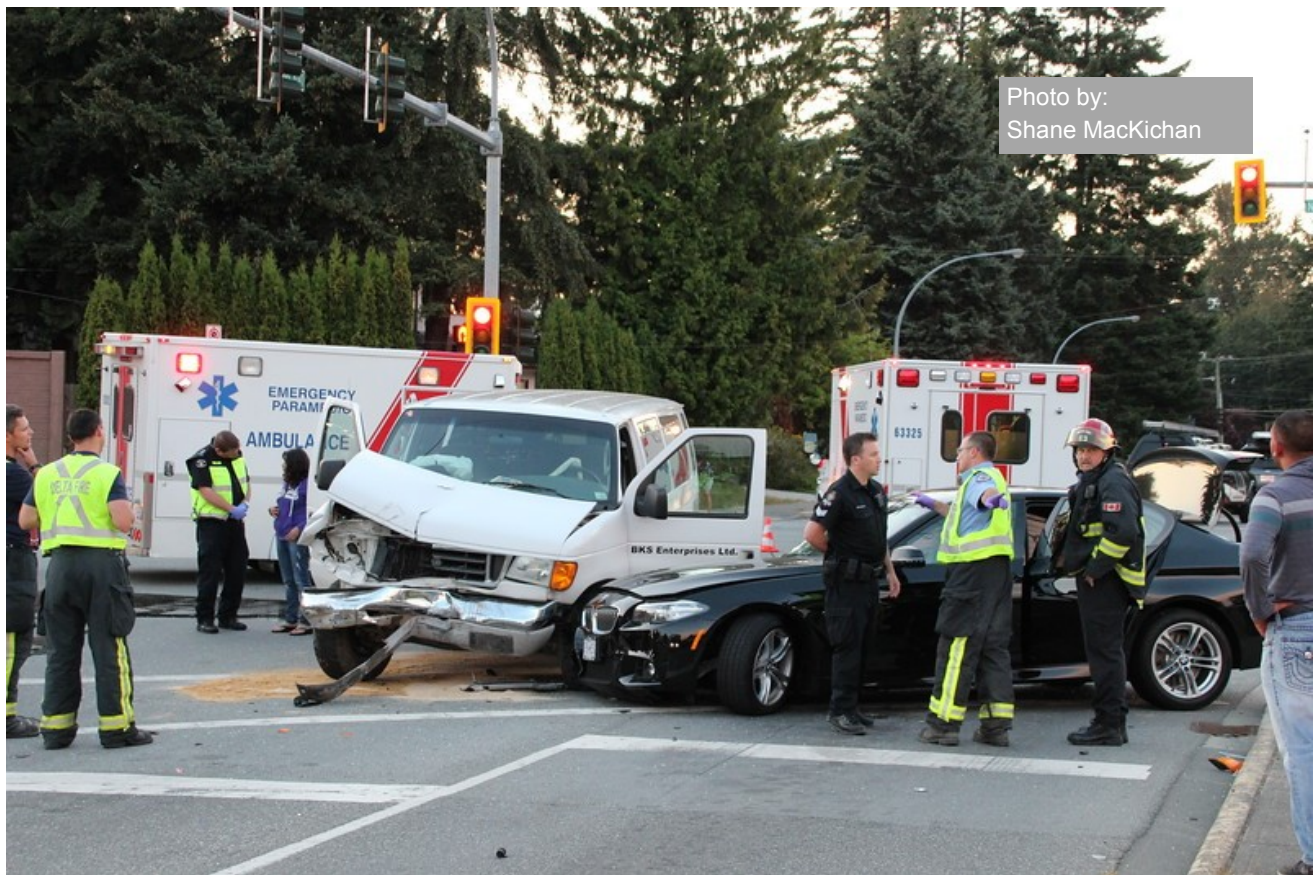


Photo by:  
Shane MacKichan

08/01/16 21:44 Delta - Canada| Major Accident| Nordel Way & Brooke Rd| Delayed - MVA transport van vs car, serious injuries, 8 patients transported, E/B traffic blocked| BCC022



Photo by:  
Bailey DeGregorio

Pittsburgh (Allegheny County)| 2 Alarm Fire| 453.850| 2400 Spring St| U/D: Heavy fire in a 2.5 story dwelling. CMD requests 2nd alarm struck.| PEN018



## Ask QA

### -Elevator Rescue

*"Our department sends an engine and a truck to elevator rescues, sometimes even the rescue rig. Can I send these as tech rescues?"*

Elevators rescues are a quite common occurrence and are generally not something IPN would alert on. Truck companies generally have the equipment needed to open the doors and an engine will accompany them for manpower and safety. An exception would be if someone was seriously injured (traumatic injury) or if there are multiple units at scene (traffic advisory).



Do you have a question for our QA staff? Send it to [support@incidentpage.net](mailto:support@incidentpage.net)

## Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

### Newsletter Story & Photo Submission:

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

### General Support:

[support@incidentpage.net](mailto:support@incidentpage.net)

### Dispatcher Admin Office:

1900 Weld Blvd, Suite 105  
El Cajon, CA 92020

### Quick Links:

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## Monthly Stats

Stop the presses! New York trumps all other chapters in September! Yes indeed, the dispatchers in NYC have pushed forward to beat out their top three competition. The top three paged out 2184, 1963 & 1822 respectively.

Other exciting position changes are:

- New Jersey jumping in to the number 4 seat.
- Maryland rising to the #8 spot
- Ontario reappearing on the charts in slot nine.

Thanks to everyone who made an effort to contribute. Every page counts! In September we counted 18,750 of them!

JUNE	JULY	AUG	SEPT
CALIFORNIA	CALIFORNIA	CALIFORNIA	NEW YORK
NEW YORK	NEW YORK	FLORIDA	CALIFORNIA
FLORIDA	FLORIDA	NEW YORK	FLORIDA
MASS	MASS	MASS	NEW JERSEY
ILLINOIS	PENNSYLVANIA	NEW JERSEY	MASS
PENNSYLVANIA	NEW JERSEY	PENNSYLVANIA	PENNSYLVANIA
NEW JERSEY	ILLINOIS	ILLINOIS	ILLINOIS
TEXAS	TEXAS	TEXAS	MARYLAND
OHIO	MARYLAND	OHIO	ONTARIO
MARYLAND	OHIO	MARYLAND	TEXAS

## EMS Humor

What do you call it when a prisoner takes his own mug shot? A cellfie.

Cop: Why are you driving on the sidewalk?

Driver: It's too dangerous on the street!

## EMS Trivia

### -A Siren Song

Some time before 1799, the first siren was invented by the Scottish natural philosopher (physicist) John Robison. Robison's sirens were used as musical instruments; specifically, they powered some of the pipes in an organ. Robison's siren consisted of a stopcock that opened and closed a pneumatic tube. The stopcock was apparently driven by the rotation of a wheel.